



اَوْبُو سَيِّدِي تَيْكُو لُو كِي اَمَارَا
UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan



INDUSTRIAL TRAINING REPORT AT PANTAI HOSPITAL AYER KEROH

1 MARCH 2023 – 15 AUGUST 2023

**NUR NABILAH BINTI MOHD JASMANI | 2021505057 | OFFICE
SYSTEMS MANAGEMENT**

1. EXECUTIVE SUMMARY



The wonderful and fascinating of six-month internship took place here at Pantai Hospital Ayer Keroh (PHAK). The internship experience from March 2023 to August 2023 is summarized in this report.

When considering the future professional path, trainee had a desire to accomplish a remarkable thing. Similarly, while choosing a firm for an internship, trainee took a while considering which organization would be best for the future career. During this internship, trainee participated greatly in practical activities. With the staff support, trainee obtained several aspects of experience. Although trainee is unlikely to share all of what trainee have experienced in this report, trainee should point out that this internship provided trainee with wonderful opportunities. Trainee feel that this internship experience will be quite useful in future career path.

Trainee was placed to work in the Medical Records Department. Here, trainee acquired knowledge on how to manage correct records by following hospital regulations, how to preserve all medical records safe and secure, and how to organize all patients' medical records and information.

To summarize, internship at PHAK was great, and trainee was able to gain so much lesson and develop new skills such as communication skills and time management skills that trainee will carry together in the future career path.

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ACKNOWLEDGEMENT

First and foremost, I would want to thank Allah for granting me the ability to finish this report. This report contains me with a wide range of knowledge. Apart from that, I would want to show my deepest gratitude to everyone who helped me completed this report. Also, thank you to my advisor, Miss Milfadzhilah binti Jamil for her helping hand and intelligence.

Furthermore, I would want to express my gratitude to the employees of Pantai Hospital Ayer Keroh, who allowed me to benefit from all of the resources that I needed to complete my report. Thank you to the head of department (HOD), Puan Suria binti Husin who guide and gave me the opportunities to gain such a great experience there. Also, a thank you for the other supervisor for their assistance.

Finally, I would want to thank my parents for their continual support, which makes it easier for me to complete the task at hand. Furthermore, I would like to thank the supervisor, Puan Hidayah, for her amazing assistance during the completion of this internship. Not forgetting the extra individuals who have contributed comments, support, and inspiration to motivate me to finish this report.

2. STUDENT'S PROFILE

**NUR
NABILAH**
OFFICE ADMINISTRATOR

EDUCATION

UNIVERSITI TEKNOLOGI MARA (UiTM) (2021 - PRESENT)
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
CGPA: 3.28

UNIVERSITI TEKNOLOGI MARA (UiTM) (2018 - 2021)
DIPLOMA IN OFFICE MANAGEMENT AND TECHNOLOGY
CGPA: 3.52

LANGUAGE

- English
- Bahasa Melayu

SKILLS

- **Communication:** Promoting Confidence and Presentation
- **Teamwork:** Coordination and Influencing
- **Leadership:** Motivation and Coordination

WORK EXPERIENCE

KIKILALA, AEON MALL (2017)

- Greeted customers in a kind and polite manner.
- Engaged well with other workers to maintain good working environment.
- Organized all supplies neatly.
- Deal with supervisor about stock.
- Recorded all sales in spreadsheets.
- Communicate well with customers.

ORGANISATIONAL EXPERIENCE

- Work as Secretary for Office Simulation on 5th semester of diploma.
- Plan for the company's meeting.
- Prepared the necessary reports for the meeting.
- Finalized the meeting agenda.

REFERENCE

Noorzalya binti Mokhtar
Pensyarah Kanan
Fakulti Pengurusan dan Perniagaan
Universiti Teknologi Mara (UiTM)
Cawangan Melaka

FIGURE 1: UPDATED RESUME

3. COMPANY'S PROFILE



FIGURE 1: PHAK LOGO

Company's Name

Pantai Hospital Ayer Keroh (PHAK)

Location



FIGURE 2: PHAK LOCATION MAPS

Pantai Hospital Ayer Keroh is located just 5km from the Ayer Keroh toll interchange in the historical city of Malacca. The address is No. 2418-1, KM8, Lebuah Ayer Keroh, 75450 Melaka, Malaysia.

Operation Hour

Day: Monday to Saturday

Time: 8.30 a.m. to 5.00 p.m.

Vision, Mission, Objective and Goals

VISION

Pantai Hospital Ayer Keroh vision is to be the most trusted and friendly healthcare provider in Malaysia.

MISSION

Pantai Hospital Ayer Keroh mission is to take exemplary care of our patients anchored around our people who strive to continuously raise the bar in clinical, operational and service excellence.

COMMITMENT (OBJECTIVES)

- **To our patients and their loved ones**
We will put our patients' needs first and go the extra mile to provide quality and exemplary care.
- **To our shareholders**
We will build long terms sustainable growth and shareholder value.
- **To our communities**
We will do good beyond our healthcare services.
- **To our people**
We will build a caring and inspiring environment for our people to succeed and share the future with us.
- **To our partners**
We will work together with respect and honesty for mutual benefits.
- **To our patient**
We will make choices that protect the environment and preserve it for future generation.

CORE VALUES (GOALS)

- **Patient first**
We put patients' needs first.
- **Integrity**
We do the right thing.
- **Empathy**
We listen with our hearts.
- **Teamwork**
We are better together.
- **Excellence**
We champion continuous improvement and innovation.

Background of Establishment

Pantai Hospital Ayer Keroh (PHAK) was established in 1986 and is a Malaysian Society for Quality in Health (MSQH) recognised hospital located in Melaka. The Chief Executive Officer (CEO) of PHAK is Mr. Tan Yew Aik.

PHAK is one of 14 hospitals run by Pantai Holdings Sdn Bhd (Pantai Group), which is part of Parkway Pantai Limited, a subsidiary of IHH Healthcare Berhad (IHH). Because of PHAK's persistent dedication towards patient comfort and holistic recovery, it has become the preferred choice for patients in Malaysia's southern area as well as for medical tourists.

PHAK is staffed by approximately 100 medical specialists and covers a wide variety of medical areas of expertise. This 229-beds hospital houses more than 80 medical specialists and an extensive list of medical services and specialities including dental services, a cancer centre, cardiac catheterisation lab, heart surgery, haemodialysis and emergency department.

All personnel at PHAK have their unique skills, and they are all assigned different jobs in different departments based on their knowledge. To overcome obstacles and create a powerful organisation, employees from multiple departments work together to fulfil the corporation's objective and vision.

Organizational Structure



ORGANIZATIONAL CHART (PANTAI HOSPITAL AYER KEROH)

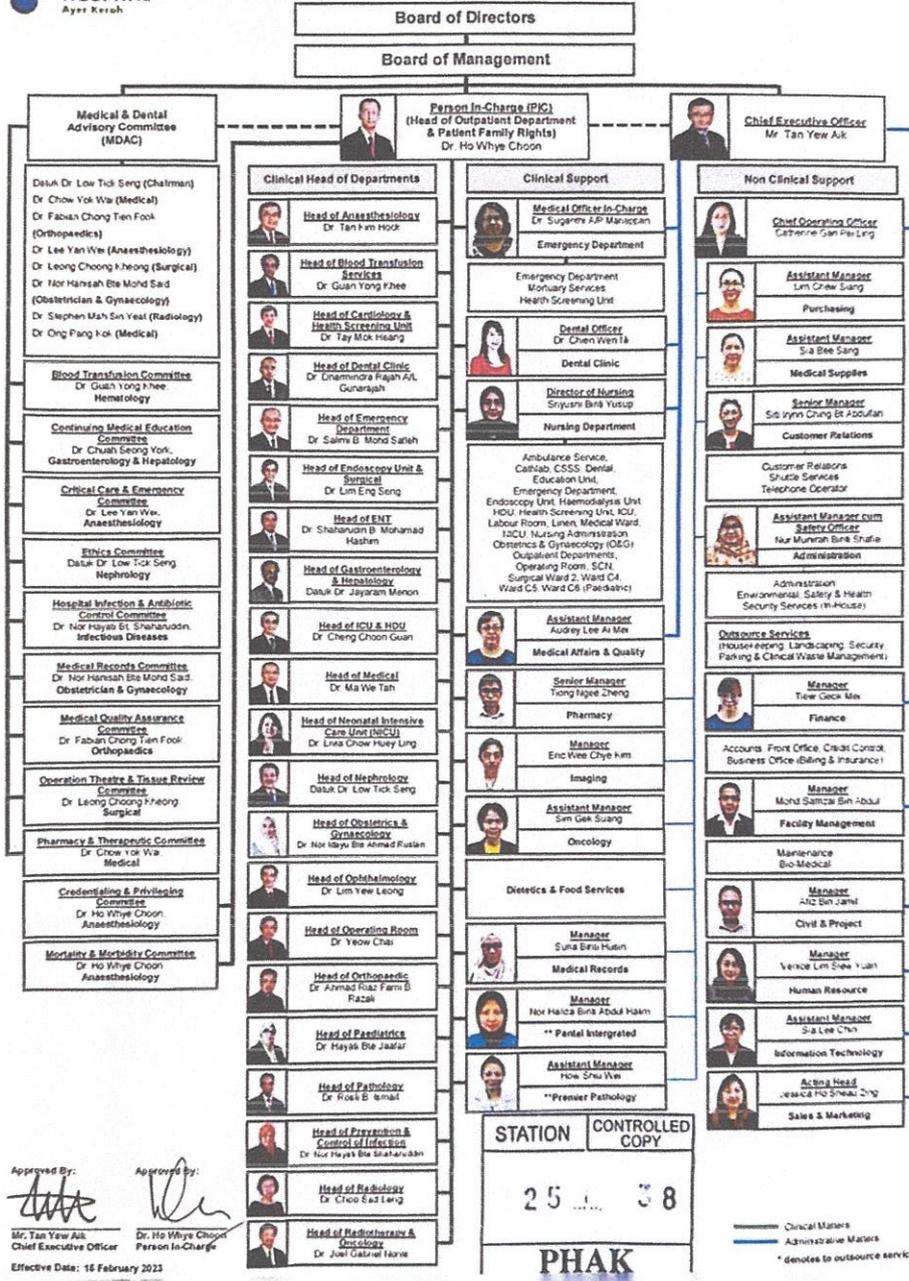
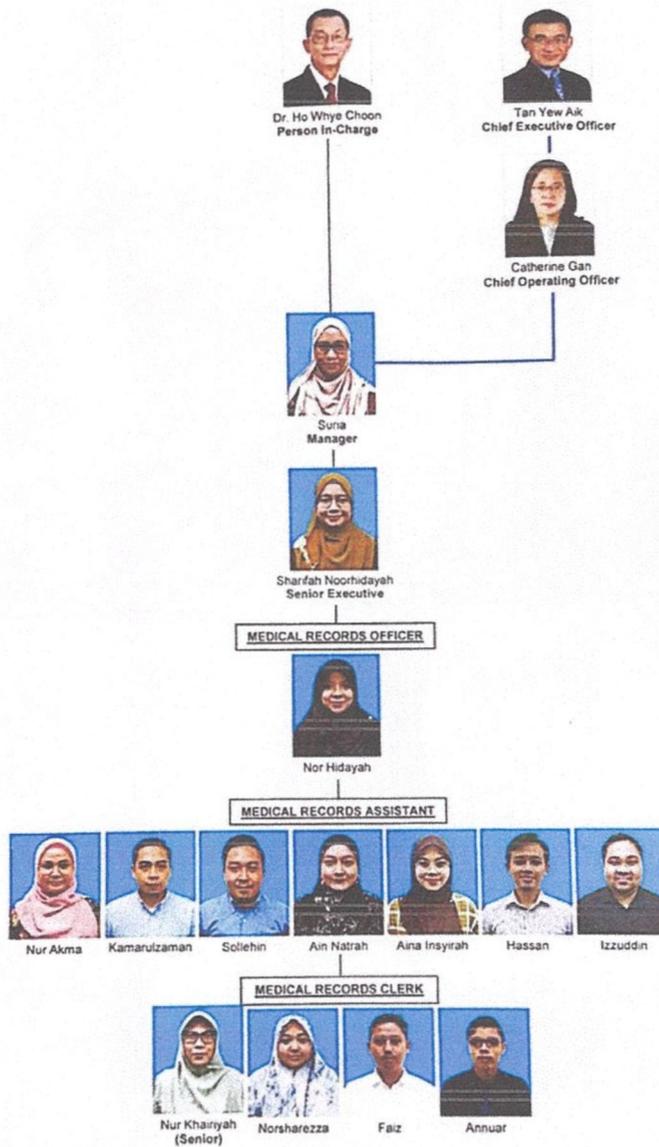


FIGURE 1: ORGANIZATIONAL CHART PHAK

**ORGANIZATIONAL CHART
MEDICAL RECORDS DEPARTMENT**



Prepared By:

Verified By:

Approved By:

Approved By:

 Suria Yusin
 Catherine Gan
 Tan Yew Ak
 Dr. Ho Whye Choon

Medical Records Manager

Chief Operating Officer

Chief Executive Officer

Person In-Charge

Administrative
Chart/23/

FIGURE 2: ORGANIZATIONAL CHART MEDICAL RECORD DEPARTMENT

Product/Services Offered



FIGURE 1: ACCIDENT AND EMERGENCY DEPARTMENT

The Accident and Emergency (A&E) department of PHAK is open at all times every day and efficient to manage any accident in first aid treatment or medical emergency. The dedicated teams of medical professionals and nurses at the A&E are highly trained for emergency circumstances. They will promptly assess the issues utilizing the triage procedure. Their main priority will be the most severe cases with life-threatening conditions. While the rest may require a 30 minutes wait for yellow cases and 90 minutes wait for green cases, subject to the amount of patients waiting at the A&E. Also, a comprehensive team of specialists and surgeons is on call to attend a complicated medical cases to examining and managing patient.



FIGURE 2: RESPITE CARE

Respite care services is a planned or emergency temporary care offered to adult caregivers. As carers, we tend to prioritise what's needed of our loved ones over our own. It can have consequences on our physical, emotional, and mental health over time, leading to

carer burnout. When we suffer from burnout, the person we take care of will suffer as well. Respite care provides carers with short relief. It enables carers to take some time off from caregiving in order to focus on themselves, while a professional carer covers in. The package includes a daily ward round by a consultant, personal or hygiene care, nursing care and four meals each day. Respite care is beneficial to both patient and caregivers.



FIGURE 3: eHealth

EHealth is an additional service to assist patients who are not able to come to the hospitals for specific reasons. eHealth is convenient, confidential, and secure online platform that links patients to their selected specialist from the comfort of own home. This service is to ensure hospital's continuous care to them. There are eHealth Chat and eHealth Consult that provide an alternate channel to consult with doctor. With eHealth Chat, patients have a free 10 minutes' video or voice call with doctor regarding general wellbeing and guidance. For eHealth Consult, patients may have a 30 minutes' video session with their preferred doctor. If they get prescribed medicine following the session, they can have it delivered to their house or self-pick-up at hospital.



FIGURE 4: CLINICAL SERVICES

PHAK has centres of excellence, such as a cancer centre, under clinical services. Pantai Cancer Centre provides comprehensive cancer therapy under the supervision of highly qualified medical and clinical oncologists. They collaborate with a support team of medical physicists, radiographer therapists, oncology nurses, counsellors, dieticians and pharmacists to provide innovative therapy to cancer patients for the most effective possible successful treatment. Among the services that they offered under cancer centre are, diagnostics, chemotherapy with anti-cancer drugs, radiotherapy, brachytherapy, radioiodine for thyroid cancer and monoclonal antibody therapy.

4. TRAINING'S REFLECTION

This industrial training was at Pantai Hospital Ayer Keroh (PHAK) from 1 March 2023 to 15 August 2023, thereby meeting the 6 months required by UiTM to accomplish this degree. The days of work are Monday to Saturday, and hours of operation are 8:30 a.m. to 5:00 p.m. Saturday is a half-day, with working hours starting at 8:30 a.m. to 1:00 p.m. This industrial training is a very great opportunity for students to gain first-hand industry experience in the real world. This part of the report describes trainee training reflection during this internship.

DEPARTMENT

Trainee was given the opportunity to finish this internship at PHAK's Medical Record Department (MRD). MRD is an efficient health-related data centre at PHAK that keeps track of patients' information and medical records. MRD's aims are to enable Medical Record personnel and provide an excellence of medical record management services as to meet the hospital's aim in delivering good quality of healthcare to the patients in line with the standards.

ROLES, RESPONSIBILITIES, ASSIGNMENT AND TASKS

As an intern at MRD, trainee worked together with the Head of Department (HOD), Senior Executive, and MRD Officer. MRD officer is in charge of interns, so trainee shall carry out all the responsibilities, assignments and tasks that she has assigned. Among the tasks that was completed was maintain and handling all of the patients' confidential documents. Aside from that, trainee was tasked with sorting and organising patients' folders in a storage compartment. The folders must be sorted by the last two numbers of the patient's MRN number.

Next, trainee was assigned to puncture documents after the employees had finished filing them whenever clinics or wards returned the folders. This is done to ensure that the document is well organised in the folders. Following puncture, coders will code each folder and trainee will help the coder to key in ICD numbers into the system and sorting the folders at compactors. In addition, trainee was also tasked with finding folders for filing and to review requested by doctors or clinics. Trainee will be handed over the forms of patients' number and names in order to find the folders in the storage area. Once completed, trainee must out the folders from system and place the folders in the review area for collection or review by requestors.

Moreover, in MRD, project is usually assigned to interns. The projects such as movement folder, changing and repairing old folder to a new one, and disposal project. Trainee was assigned to perform disposal project. The disposal project is where trainee need to destroy the year 2015 inactive folders. The disposal process is divided into a few steps, in which trainee need to identify folder. Trainee need to categorized folders into three groups which are O&G, paediatrics, and ward folder. Following that, trainee must key in the folder details into the disposal listing and segregate the O&G and paediatric folder for sorting due to these folders cannot be destroyed. This project takes one month to complete.

Last but not least, the task that trainee have to perform is the Emergency Department (ED). ED will hand over case notes and folders to MRD each morning. Trainee must mark the patients name and ensure that all case notes and folders have been returned. Following that, trainee have to find patients' folders and merge all of the case notes that have been returned. Filing sequence must be followed to merge the returned case notes.

BENEFITS

The previous six months at PHAK gave trainee a great chance to obtain beneficial experience in the industry. At PHAK, they provided a monthly allowance of RM500 for internship. With that amount of allowance, it helps lessen some load.

During this internship, trainee learnt a lot about the world of jobs. Before this, trainee had just a basic understanding of working in an organization, but now trainee gained some actual hands-on experience. Afterwards trainee understand the work setting of the organization and how they function towards achieving what they want to accomplish. This internship provided trainee with a hands-on knowledge of medical records management operations. Trainee have grown more self-sufficient and improved trainee's personality traits in working with others.

In addition, trainee gained new knowledge which is the International Classification of Diseases (ICD). The ICD codes are set of designations used by healthcare practitioners to state diseases, symptoms, abnormal findings, as well as other aspects of the diagnosis given to a patient in a form that is generally understood by people involved with the medical professions. ***The ICD-10 codes are widely used across the world for comparing diagnosis and it is the vital tools in the rise of patient safety, healthcare systems, and the health economic (A. Storesund, 2021).*** The ICD code can be declared by reading from case notes or diagnosis written on the discharge summary. MRD coders must code and key

in the ICD code in the system every day once the patient's folders have been filed and the checklist has been completed.

Next, this internship assisted trainee in developing and enhancing some skills. It helps to improve trainee's communication skills in speech as well as writing. During that time, trainee observed from the employees the way to engage with patients' in a positive way including how to handle and communicate in such complicated situations. Moreover, trainee developed time management skills. Time management is the main component for MRD. This is due to MRD's commitment to complete the folders request within the time frame specified. It is crucial to ensuring that the hospital operation runs smoothly. Furthermore, all tasks allocated to trainee must be completed by the deadlines specified resulting to developing an efficient time management mind-set.

Lastly, trainee feels so grateful for the experiences, knowledge and skills that have come this way. Trainee hoping that with all of this, trainee will be able to utilise it in the job and contribute trainee full ability to the organization in the future.

5. SWOT ANALYSIS

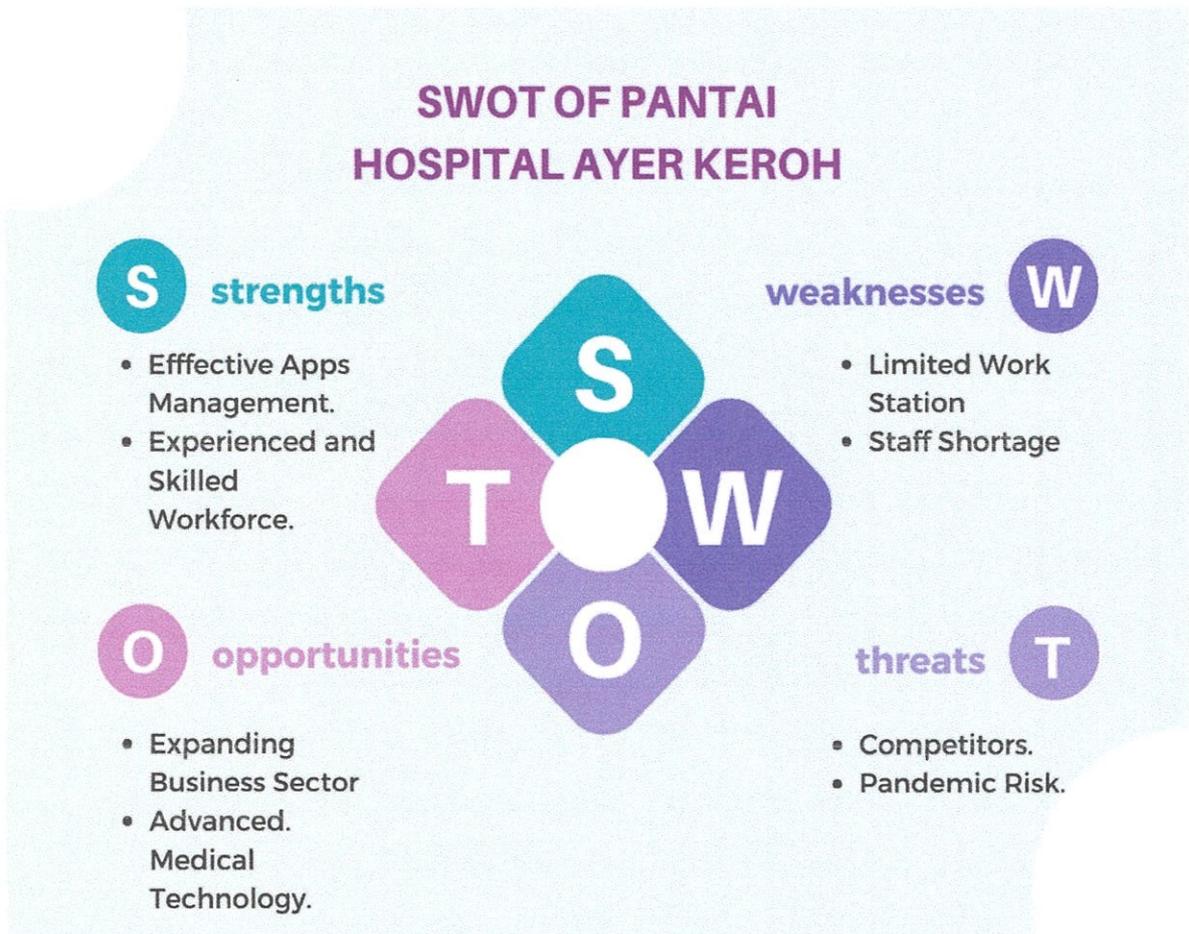


FIGURE 1: SWOT ANALYSIS OF PHAK

6. DISCUSSION & RECOMMENDATION

STRENGTH

1. EFFECTIVE APPS MANAGEMENT

Medical Record Department (MRD) at Pantai Hospital Ayer Keroh significant strength is their effective application management called Cerebral Plus (C+). C+ is a project between IHH Healthcare Malaysia and Turkey. C+ is an effective and easy to use approach that delivers more flexibility and better experience for employees, doctors, and patients.

With this system, MRD personnel are able to minimise hospital documents electronically, stopping the need for hard copies. They can also utilise the system to more effectively organise all of the tasks they perform, such as keeping track of the status of a folder, updating patient details, viewing patients' medical notes and appointments on the go. Aside from that, using a unified system of technology allowed them to deliver good operational performance in multiple sectors. This consists of, various information standards, its simplicity of improvement, easy integration between functions, and complete visualisation of data.

By embracing the effectiveness of technology advancements, enables company to stay on top of their rivals in the constantly evolving digital era. Also, company may not only ensure that their services operates effectively, but they can also stay innovative and save cost. Along with the improvements in quality of service they will eventually be able to perform well. Companies who take advantage on the latest innovation will get so much benefits, such as save time and money.

The recommendation for MRD to improve the effectiveness of apps management is to increase data security. This is because, with the number and level of cyber-attacks rising, it is important that MRD have advanced safety precautions in place to avoid entry of their systems, which might result in a severe information leak or worse. While security technology such antivirus is useful, organization require additional controls at the personnel level. This may be developed by taking a security awareness training where they try to educate users about threats and attack strategies, as well as provide simulated campaigns. ***The training program's evaluation offers that employees are conscious of available resources and know ways to prevent IT security breaches and a lack of understanding among employees about company IT policy and compliance requirements may increase the***

risk of security breaches (Mubashir, 2019). By implementing security training, it will help developing the personnel who provide the first line of defences against a company's security threats also known as 'human firewall' and also increasing the company security.

2. EXPERIENCED AND SKILLED WORKFORCE

Skilled personnel are an advantage to the company since they contribute to build a company's image and long-term success. Workforce satisfaction as well as skill development draws more and more attention by the companies, which strive for achieving positive working state to improve organizational performance and productivity.

The majority of the staff at MRD has an education in medical records as well as medical care and been in the workforce for more than ten years. Since they are competent and experts at their jobs, it implies the company's productivity will grow. They possess better knowledge of theory and practise, which makes it simpler for them to fix problems and identify irregularities in a company practices.

The recommendation for MRD to look into measure of skills and training needs for their employees frequently. Organisation are encouraged to implement training and development as a chances for employees to enhance their skill or expertise. ***Training and development are now essential responsibilities in many organizations since they result to great achievements in each area and have a significant effect on a company's success by enhancing employee performance (Md. Mobarak,2019).*** On the other hand, this will be investing in the growth of company while maintain a good relationship with employees and enable them to feel appreciated that they are a part of the organization, therefore is going to improve their productivity.

WEAKNESS

1. LIMITED WORK STATION

A well-designed workstation produces less stress and better-performing setting. Employers have to look at their staff's working environment. Staff must be comfortable and happy in their everyday workplace in order to deliver their effective work. The majority of employees would prefer to have a more comfortable and larger workspace to perform their work.

In MRD, they have 14 employees, and the space is too small to comfortably fit all of them. Working in the MRD involved a lot of activities and movement such as to do the filing, carrying heavy folders here and there, and pushing the big trolley that contains so many folders for filing and sorting. Employees are frequently bump with one another. Furthermore, this can result in greater tensions, less attention and a massive waste of time.

The recommendation is to enhance the working atmosphere in the workplace. Employees can take a few minutes every day and clean up their workstation. They can apply the known 5s method which are Seiri (Sorting), Seiton (Regulation), Seiso (Cleaning), Seiketsu (Standardization), Shitsuke (Improvement). For example, staff may sort by identifying need and unneeded goods, marking unwanted item and throw them away. They must restructure the MRD workflow procedure in accordance with regulation, and they must constantly maintain the department clean and neat. They can standardize by creating shift card duties and reminding employees before and after working shifts. Finally, for improvement, they may create a housekeeping checklist by doing a daily checklist to ensure that the department is clean. This will allow them to reflect on what they completed for the day and how they may go ahead to deliver great work the next day. ***We may save time as well as make the best use of it if we organize the office effectively (Abdujborov, 2022).***

2. STAFF SHORTAGE

Staff shortage is a situation where they lack of workers to accomplish their company's daily tasks. They only have just sufficient workers to perform those duties assigned for them. Also, if they have a team to completed their daily tasks, they do not have the time or other manpower to take on any extra work. The available staff are merely enough for the tasks that have been given to them.

Furthermore, shortage of staff might have an impact to high-stress workplace. Basically, busy employees are more likely to experience high levels of stress resulting in a loss of productivity. The employees feel like they have an endless list of tasks or deadlines looming over them, and their stress level will naturally rise.

The recommendation is to set priorities for projects and tasks. If there are appears to be more work than people to perform it, it is useful to prioritize which project and tasks must be completed first. They should consider making a list or chart to evaluate the priority of each current and forthcoming project, the activities required to accomplish each project, and the deadlines for each project. ***Many companies and projects are unproductive owing to a***

lack of information and project management skills (Amjad, 2021). By establishing which tasks are most essential and know the due, they can implement a prioritized document that will assist them and their staff in completing important projects on time and keeping company productive.

OPPORTUNITIES

1. EXPANDING BUSINESS SECTOR

PHAK has built their name which enable it to established more branches and seize opportunities, as well as providing high-quality services and treatment. As the organization expands its branch network, it has a better chance of serving a bigger number of clients, which is the primary source of income generation. Expansion of a firm abroad may offer several advantages. Opening a branch firm may provide visibility and brand exposure, which can boost a company's earnings.

The expansion of a business sector may provide various benefits. PHAK provided vendors such as Lot85, Sara Delights, Hot and Roll, and Starbucks as an examples of business sector. PHAK may increase a company's profitability by expanding its product or service beside only delivering healthcare services.

PHAK is known as Malaysia's leading integrated healthcare group with a network of 11 Pantai Hospital, 4 Gleneagles Hospitals and Prince Court Medical Centre. PHAK can maintain and gain more clients by expanding its outlets throughout Malaysia. Growing to reach out to new clients and capture the relationship. A larger consumer base is one approach to increase profitability. When referring of new clients, they might be people of various ages, such as teens and elders that may come from a variety of communities and professional backgrounds, including government personnel.

The recommendation is to safeguard and building positive clients relationship. ***Organization will grow and gain position in the marketplace as they can build relationship with client along with additional partners who create goods or services (Wioletta, 2019).*** A strong connection that relies on mutual respect and interaction makes client feel closer as well as attached to a company, which might contribute to increased client retention. This points out the belief that giving a good first impression while growing customer connections from the beginning could potentially yield rewards in the long run. Furthermore, when clients have a great experience with certain company's name, they are more inclined to

recommend it to other in their circles. Clients are usually eager to recommend name brands to a mutual. Providing a pleasant one to client fosters the brand recognition and grows the target market. Word-of-mouth is an excellent strategy and many individuals trust the views shared by those closest to them.

2. ADVANCED MEDICAL TECHNOLOGY

Nowadays, choosing for a fast check-up with a doctor is no more an option of choice. Cancer blood tests, MRIs, sleep analysis, and other advances nowadays provide patients with the greatest holistic overview of their condition. Hence, advanced medical technology has driven the medical services to become more efficient and convenient compared to previously.

For example, at PHAK they have advanced medical technology facilities. PHAK is quite proud and satisfied with its own Catheterization Laboratory (CathLab). CathLab is equipped with an advanced technology which is Biplane X-Ray. This technology enables the specialists with visualization of arteries and chamber involved with the heart, allowing them to come out with precise diagnoses and promptly cure any stenosis or abnormalities. This serves as one of the latest advanced technologies that assist specialist in determining a precise diagnosis in order to aid in treatment planning.

The recommendation is to actively highlight and advertise the advanced technology such as Biplane X-Ray that they utilized in the hospital by emphasizing the equipment's efficiency. ***It is true the fact that the informativeness of the facts plays a role in being persuasive. In line with the idea of cognitive learning, clients are always encouraged to consider the information in advertisements using their individual strength (Shareef, 2019).*** At this point, patient may have particular preferences for care. As a result, this can strategy might captivate the public's interest as well as drive them toward potential clients.

THREATS

1. COMPETITORS

Competition is determined by carefully considering the product or services offered, as well as the organizations that provide these products or services, identifying the relevant geographical market regions, and selecting a basic measure of competition. Competition guarantees that better products and services are available to meet the requirements of customers. Many private hospitals began operations in Malacca such Mahkota Medical

Centre, Putra Specialist Hospital and Oriental Melaka Straits Medical Centre and become competitors for PHAK. As a result, competition among organization to gain new clients and keep existing ones has risen significantly. A little change in focus by a competitor could steal away any market place gained by PHAK.

PHAK is centres on demographics, with the bulk of patients coming from the surrounding residential and school areas. In addition, their patient is mostly from Pantai Hospital Muar and patient from Indonesia. Also, they serve as a panel for the manufacturer sector such as Infineon. Private hospital rivalry comprises pricing, quality, convenience, and superior products or services. As a result, PHAK must aim for the finest in order to serve clients and be the top hospital among others.

The recommendation is that medical services encourages to deliver good value to customers, and that the main cause of ongoing quality improvement. ***If the hospital lacks of the ability to deliver good value to attract patients, the business operation, financial circumstances and operational performance may suffer significant losses as a result of underperformance (Anis, 2019).*** Without encouragement to maintain health-care innovation, short-term cost reductions will quickly be outweighed by the drive to expand access. Failure to foster innovation will cause worse quality or increased shortages of treatment.

2. PANDEMIC RISK

The Covid-19 outbreak has become almost all of the organization's threat, including PHAK. This is related to the fact that workplace efficiency is critical to an organization's and business's success. Labour and clients are thus the pillars of productivity. As a consequence of covid-19, hospital had to make adjustments to the services it provides to ensure the safety of their clients and personnel. PHAK had to revise several of its operations and services in order to adhere to the government's procedures.

Covid-19 is the beginning impacted medical services in a variety of ways. Less important treatments were cancelled or put on hold, while curfews, transportation restrictions, and movement restriction order (MCO) made it difficult for patients to attend schedule appointments. Other avoided healthcare facilities and hospital because of concern of being infected. ***Patients have skipped treatment for a variety of causes including the fear of being infected when going to a hospital, being unable to receive treatment according to lockdown procedures, and the cancellation of procedures that include elective***

surgery (Ray, 2021). The treatment in hospital drop during that time, thereby impacting the hospital profits.

My recommendation is to apply the collaborative approach of managing crises and resiliency to the hospital throughout the pandemic's adapting phase. Building resilience over time involves understanding how businesses gain information from crises and adjust to the new normal. When a pandemic occurs, they must efficiently accept, react to, and recover from an unusual amount of both outside and inside inputs, while still maintaining and expanding their continuing treatments and shifting instantly to new standards.

7. CONCLUSION

Internship with PHAK was a great opportunity to begin trainee career as a worker. Personnel's positive behaviour has encouraged trainee to pursue a job in an engaging workplace, where cooperation and harmony are important factors in encourage the organization to success. Trainee learned many things about medical records work and duties, which is an area trainee becoming interested in. Trainee learned about how they protect and manage patients' health records while keeping them private and confidential.

Great individuals needed assistance, support, and suitable leadership have increased trainee general abilities and understanding, as well as the entire internship period. It contributed in the development of trainee characteristics like self-confidence, the capacity to work under pressure, flexibility to a workplace and its norms, also trainee now able to polish new skills such as communication and time management.

In conclusion, trainee believe that now trainee have the necessary knowledge and experience to enter the real-world workforce, which is certain to help trainee in obtaining appropriate job right after completing this degree programme.

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9. APPENDICES



FIGURE 1: MOVEMENT FOLDER PROJECT



FIGURE 2: DISPOSAL PROJECT

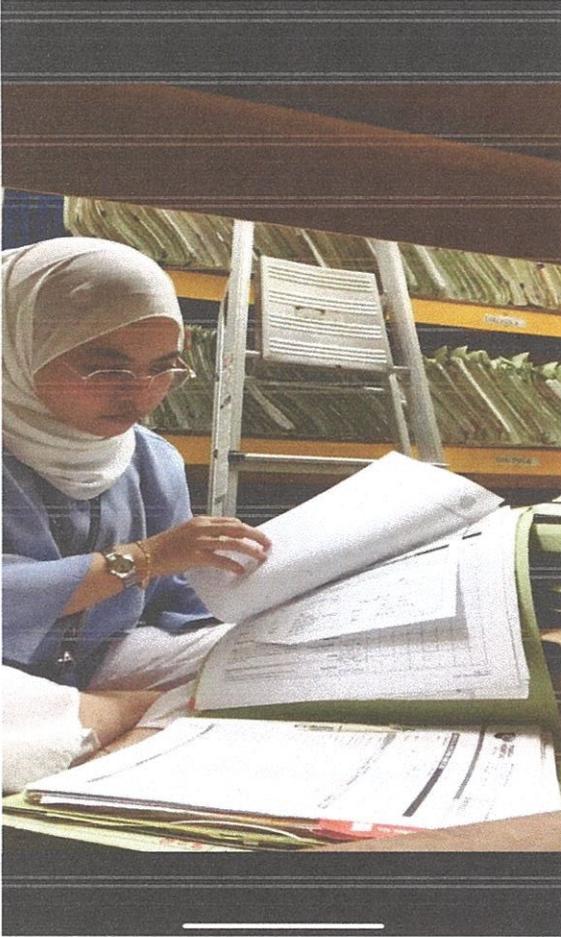


FIGURE 3: DECEASED FOLDER PROJECT & CLEANING SECONDARY STORAGE FOR AUDIT



FIGURE 4: ATTENDING BLOOD DONATION EVENT, BOMB THREAT AND FIRE DRILL TRAINING

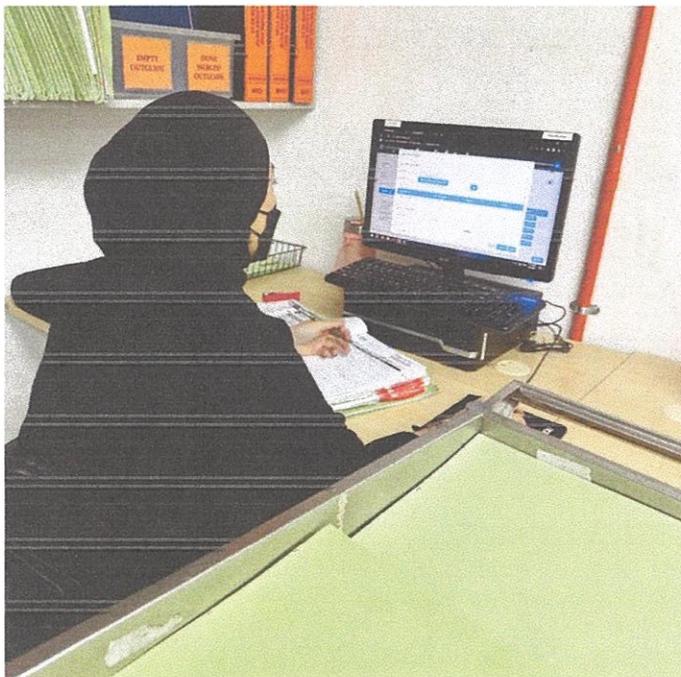


FIGURE 5: PUNCTURE, STAMP CHECKLIST, CODING, TAGGING AND SHRED PAPER.



FIGURE 6: IFTAR TOGETHER WITH MRD PERSONNEL & HARI RAYA CELEBRATION WITH PHAK CEO

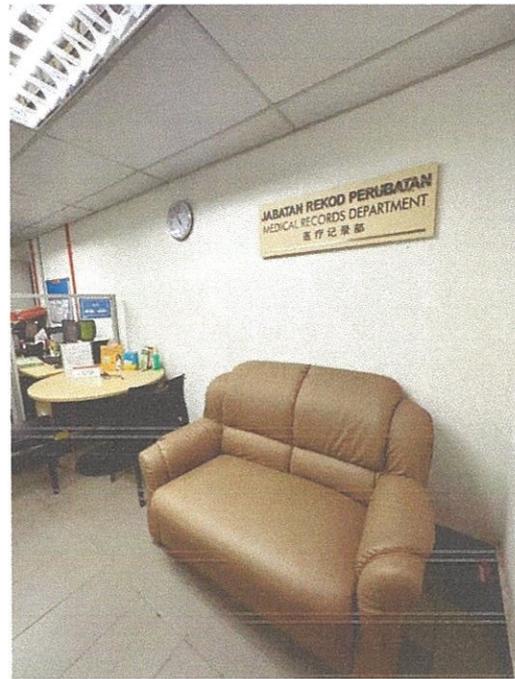


FIGURE 7: MEDICAL RECORD DEPARTMENT